

PRIVACY NOTICE

Crosshall Marine Limited

Last updated: September 2026

Crosshall Marine Limited ("Crosshall Marine", "we", "us" or "our") is committed to protecting your personal information and respecting your privacy.

This Privacy Notice explains what personal information we collect, how and why we use it, how we protect it, how long we retain it, who we may share it with and the rights you have in relation to your information.

This notice applies to customers, prospective customers, moorers, boat owners, boat buyers and sellers, workshop and chandlery customers, suppliers, contractors, website users and other people who communicate or do business with Crosshall Marine.

1. Who we are

Crosshall Marine Limited is the data controller responsible for the personal information covered by this Privacy Notice.

Crosshall Marine Limited

Crosshall Road

St Neots

Cambridgeshire

PE19 7GE

Company No: 01491166

Telephone: 01480 472763

Email: info@crosshallmarine.com

Data Protection Contact

Our Data Protection Contact is Jack Garrison, Crosshall Marine Limited. You can contact him at info@crosshallmarine.com or on 01480 472763.

Crosshall Marine has not appointed a formal Data Protection Officer. Questions or requests concerning the use of your personal information should be directed to our Data Protection Contact.

2. The personal information we collect

The information we collect depends upon your relationship with Crosshall Marine and the services you use. We may collect and retain information including:

- your full name and title;
- home, correspondence and billing address;
- telephone number;
- email address;
- vehicle registration number;
- boat name;
- boat make, model and length;
- berth or stage number;
- mooring terms and payment arrangements;
- details contained in mooring applications and agreements;
- workshop work, maintenance and repair records;
- quotations and estimates;
- boat brokerage information;
- vessel ownership and sale documentation;
- enquiries relating to boats advertised for sale;
- payment, invoice and account information;
- records of payments and outstanding balances;
- correspondence and records of communications with us;
- photographs of boats where reasonably required for workshop, brokerage, insurance or other business purposes;
- information relating to suppliers and contractors;
- information submitted through our website; and
- other information you provide to us which is relevant to the service or enquiry concerned.

We only seek to collect information that is reasonably necessary for the purposes for which it is being used.

We do not normally need to collect special category personal information. If information of a sensitive nature is provided to us, for example because it is relevant to an accessibility requirement or another particular circumstance, we will only use and retain it where there is a lawful and appropriate reason to do so.

3. How we collect personal information

Most personal information we hold is provided directly by you. For example, we may collect information when you:

- complete a Mooring Agreement or other form;
- enquire about a mooring;
- request a quotation or estimate;
- book workshop work;
- purchase goods or services from us;
- place a boat with us for brokerage;
- enquire about or purchase a boat;
- make a payment;
- telephone or email us;
- visit the marina or chandlery;
- contact us through our website; or
- otherwise correspond with Crosshall Marine.

Before a formal agreement is entered into, we may temporarily retain contact information supplied as part of an enquiry or quotation. This information may be stored in our email system, on authorised company devices, in customer records or in other appropriate business systems.

We do not require separate written consent simply to retain the information necessary to deal with an enquiry or take steps at your request before entering into a contract.

Where an enquiry does not result in a customer relationship, information that is no longer reasonably required will be deleted in accordance with our retention arrangements.

We may also obtain personal information from third parties where appropriate, including:

- another owner or authorised representative;
- boat brokerage and advertising platforms;
- payment providers;
- insurers;
- contractors or professional advisers;
- law enforcement or regulatory bodies; or
- another organisation where you have authorised disclosure or there is another lawful reason for us to receive the information.

4. Why we use your information and our lawful bases

Under UK data protection law, we must have a lawful basis for using personal information. Different lawful bases apply depending upon what we are doing with the information.

Contract

We may process personal information where it is necessary to enter into or perform a contract with you. This includes:

- dealing with enquiries before entering into an agreement;
- administering mooring agreements;
- carrying out workshop work;
- preparing quotations and estimates;
- providing marina, lifting, storage or other services;
- providing brokerage services;
- administering the sale or purchase of a boat;
- supplying goods or services;
- communicating with you about services you have requested; and
- taking and administering payments.

Legal obligation

We may process or retain information where this is necessary to comply with our legal obligations. This may include accounting records, tax records, invoices, financial transactions, company records, responding to lawful requests from authorities and complying with other legal or regulatory requirements.

Legitimate interests

We may process information where it is necessary for our legitimate business interests and those interests are not overridden by your rights and freedoms. Our legitimate interests may include:

- operating and administering Crosshall Marine;
- maintaining appropriate customer records;
- responding to enquiries;
- protecting our premises, customers and property;
- preventing fraud;
- collecting outstanding debts;
- managing complaints and disputes;
- establishing, exercising or defending legal claims;
- maintaining records of communications;
- improving our services;
- protecting our legal and commercial interests; and
- maintaining the security and effective operation of our business.

Where we rely upon legitimate interests, we consider whether the processing is necessary and proportionate and its potential effect upon the individuals concerned.

Consent

In some circumstances we may rely upon your consent. For example, this may apply to certain forms of optional marketing communication. Where processing is based upon consent, you may withdraw that consent at any time.

5. Mooring records

Moorers normally provide their information through a Mooring Agreement or associated correspondence. Depending upon the circumstances, our mooring records may contain:

- name and title;
- address;
- telephone number;
- email address;
- vehicle registration;
- mooring payment terms;
- berth or stage number;
- boat name;
- boat make, model and length;
- billing and payment records; and
- relevant correspondence.

This information is used to administer the mooring relationship, communicate with the moorer, issue invoices, administer payments and operate the marina.

6. Workshop, chandlery and marina services

Where you use our workshop, chandlery or other marina services, we may retain information necessary to provide and record those services. This may include:

- your contact details;
- boat details;
- work requested;
- estimates and quotations;
- work carried out;
- parts and materials supplied;
- photographs where appropriate;
- invoices;
- payment information; and
- correspondence concerning the work.

We may also retain appropriate service and repair records because they may be relevant to subsequent enquiries, warranty matters, disputes or future work on the vessel.

7. Boat brokerage and sales

Where Crosshall Marine acts in connection with the sale or purchase of a boat, we may process information including:

- seller and buyer contact details;
- vessel details;
- ownership information;
- brokerage agreements;
- photographs and descriptions of vessels;
- enquiries from prospective purchasers;
- viewing arrangements;
- deposits;
- river trial arrangements;
- sale documentation;
- invoices and payments; and
- correspondence relating to the transaction.

Where appropriate, information may be shared with the buyer, seller, surveyors, engineers, professional advisers, payment providers or other parties reasonably involved in completing the transaction. We will only share personal information which is reasonably necessary for the relevant purpose.

8. How we use your personal information

We may use personal information to:

- respond to you by email, telephone, post or another appropriate method;
- prepare and send correspondence;
- administer our relationship with you;
- prepare quotations or estimates;
- administer contracts and agreements;
- maintain customer and vessel records;
- issue invoices and statements;
- record and administer payments;
- provide workshop and marina services;
- administer brokerage and boat sales;
- contact appropriate third parties where necessary to provide a service;
- investigate complaints or disputes;
- recover outstanding amounts;
- maintain accounting and business records;
- comply with our legal obligations; and
- protect Crosshall Marine's legitimate interests.

We will not sell your personal information to third parties.

9. Where we keep information

Personal information may be held in paper and/or electronic form. Depending upon the information concerned, this may include:

- customer or mooring files;
- index cards and other paper records;
- customer and mooring databases;
- company accounting systems;
- company email accounts;
- authorised company computers;
- authorised company mobile phones and devices;
- workshop records;
- brokerage records;
- secure cloud-based services;
- website systems; and
- appropriate backup systems.

Information may be transferred between these systems where necessary for legitimate business purposes.

10. Keeping your information accurate

We rely upon customers to let us know when their personal information changes. Information may also be reviewed as part of our normal customer, billing and account administration.

If you believe information we hold about you is inaccurate or out of date, please contact us at info@crosshallmarine.com.

Where appropriate, we will correct or update our records. Information which is no longer current or required will be deleted or destroyed unless we have a legitimate or legal reason to retain it, such as accounting requirements or the establishment, exercise or defence of legal claims.

11. How we protect personal information

Crosshall Marine takes reasonable technical and organisational measures to protect personal information against unauthorised access, alteration, loss, disclosure or destruction. Our security arrangements may include:

- password and PIN protection;
- appropriate access controls;
- restricted access to customer information;
- security and anti-malware protection;
- secure email and cloud services;
- backups of appropriate business information;
- physical security for our premises;
- secure storage of paper records; and
- restricting access to information to authorised people who reasonably require it.

Paper records containing personal information are accessible only to authorised persons and are stored securely when not in use. We periodically review our systems and working practices and make changes where appropriate.

12. CCTV

Crosshall Marine operates CCTV at its premises for security, crime prevention, safety and other legitimate purposes.

Because CCTV raises particular privacy considerations, we maintain a separate CCTV Privacy Notice explaining why CCTV is used, our lawful basis, the areas covered, what the cameras record, storage and retention, cloud storage, access to footage, disclosure of recordings, individual rights and how to request CCTV footage.

For full information about our CCTV system, please see our [CCTV Privacy Notice](#).

Where there is any difference between this general Privacy Notice and the dedicated CCTV Privacy Notice in relation to CCTV processing, the CCTV Privacy Notice should be referred to for the detailed and current CCTV arrangements.

13. Who we may share information with

We do not routinely disclose personal information outside Crosshall Marine unless there is a legitimate reason to do so. Depending upon the circumstances, information may be shared with:

- accountants and bookkeepers;
- banks and payment providers;
- accounting software providers;
- IT, email, website and hosting providers;
- insurers and insurance advisers;
- solicitors and other professional advisers;
- debt recovery providers;
- surveyors, engineers and contractors;
- boat brokerage or advertising services;
- HM Revenue & Customs;
- courts and tribunals;
- police and other law enforcement bodies;
- regulators and public authorities; or
- another person or organisation where you have requested or authorised the disclosure.

Where a supplier processes information on our behalf, we take reasonable steps to ensure that appropriate data-protection arrangements are in place. We may also disclose information where this is necessary to establish, exercise or defend a legal claim or where we are legally required to do so.

14. International transfers

Some of the technology and cloud services used by businesses may store or process information outside the United Kingdom. Where Crosshall Marine uses a service which results in personal information being transferred outside the UK, we will take appropriate steps to ensure that the transfer complies with UK data-protection law. Depending upon the circumstances, this may include relying upon an adequacy regulation or appropriate contractual safeguards. Further information about applicable safeguards can be requested from our Data Protection Contact.

15. How long we keep personal information

We only retain personal information for as long as it is reasonably necessary for the purpose for which it was collected, including satisfying legal, accounting, contractual and regulatory requirements. Our general retention approach is:

Type of information	Normal retention approach
General enquiries which do not result in business	Normally up to 12 months after the enquiry has concluded
Mooring records	For the duration of the relationship and normally up to 6 years afterwards where required for contractual, legal or accounting purposes
Workshop and service records	Normally up to 6 years after completion, where appropriate
Brokerage and boat sale records	Normally up to 6 years following completion or termination of the relevant arrangement
Invoices, transactions and accounting records	Normally at least 6 years, or such other period as required by law
Outstanding accounts and disputes	Until resolved and for an appropriate period afterwards where necessary for legal purposes
Marketing information	Until you unsubscribe, withdraw consent or the information is otherwise no longer required
CCTV	Governed by our separate CCTV Privacy Notice

These periods are general guidelines. Information may be retained for a longer or shorter period where there is a legitimate or legal reason for doing so.

16. Marketing

Where Crossshall Marine sends marketing communications, we will only do so where we have an appropriate lawful basis and comply with applicable electronic marketing rules. You may ask us to stop sending marketing communications at any time.

If you opt out, we may retain a minimal record of your preference so that we can ensure you are not inadvertently added back to the relevant marketing list. We do not sell customer details to third parties for marketing purposes.

17. Website use

When you contact us through our website, we may receive the information you provide in an enquiry or other online form. Our website and hosting systems may also process technical information necessary for the operation, maintenance and security of the website, which may include information such as:

- IP address;
- browser and device information;
- access times; and
- server or security logs.

Where our website uses non-essential analytics, advertising or similar cookies, appropriate information and consent arrangements will be provided where legally required.

18. Providing information to us

Certain information is necessary if you want us to enter into or perform a contract with you. For example, we may need sufficient contact, vessel and billing information to provide a mooring, carry out workshop work or act as a boat broker.

If you do not provide information which is reasonably required, we may be unable to provide the requested service or enter into the relevant agreement. Information marked as optional does not have to be provided unless it subsequently becomes necessary for a particular service or purpose.

19. Automated decision-making

Crosshall Marine does not currently use personal information to make solely automated decisions which produce legal or similarly significant effects upon individuals.

20. Your data protection rights

Depending upon the circumstances and the lawful basis concerned, you may have rights including:

- **the right to be informed** about how your personal information is used;
- **the right of access** to personal information held about you;
- **the right to rectification** of inaccurate or incomplete information;
- **the right to erasure** in certain circumstances;
- **the right to restrict processing** in certain circumstances;
- **the right to data portability** where applicable;
- **the right to object** to certain processing; and
- **the right to withdraw consent** where we rely upon consent.

Not every right applies in every circumstance. The lawful basis relied upon and any applicable legal exemptions may affect which rights are available.

Your right to object

Where we process your personal information on the basis of legitimate interests, you have the right to object to that processing. We will consider any objection in accordance with applicable data-protection law. You also have the right to object to the use of your personal information for direct marketing.

Requests should be directed to our Data Protection Contact at Crosshall Marine Limited, Crosshall Road, St Neots, Cambridgeshire, PE19 7GE, by email to info@crosshallmarine.com or by telephone on 01480 472763.

We may ask for information necessary to verify your identity before releasing personal information.

21. Complaints about data protection

If you have concerns about our use of your personal information, please contact us in the first instance so that we have an opportunity to investigate and respond.

Contact: Data Protection Contact, Crosshall Marine Limited, Crosshall Road, St Neots, Cambridgeshire, PE19 7GE. Email: info@crosshallmarine.com. Telephone: 01480 472763.

If you remain unhappy with the way we have used your information, you also have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Further information about making a complaint is available from the [Information Commissioner's Office](#).

22. Changes to this Privacy Notice

We will review this Privacy Notice periodically and update it where necessary, including where our business activities, systems or use of personal information change. The latest version will be made available on the Crosshall Marine website.

Where we intend to use existing personal information for a materially different purpose, we will provide appropriate information about that new use before beginning the processing where required.

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